

ESSENTIAL MANAGERIAL SKILLS



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INTRODUCTION

With increased competition and challenges in current business sentiment, the management team is expected to equip themselves to deal with these challenges with excellence. They are not only required to successfully adapt to constant change but are also required to lead and inspire their work teams towards higher achievements. This program is designed to create an in-depth understanding on critical factors that will help the management team excel in their function.

OBJECTIVES

At the end of this program, participants would be able to :-

- Better understand their roles and responsibilities in leading and managing change
- Develop skills to effectively inspire and motivate their teams towards productivity
- Adopt a work attitude required to achieve excellence in the management function
- Inspire employees to be creative and promote innovative ways to improve productivity

COURSE OUTLINE

Module 1: Strengthening your Leadership Values

- The right mental attitude of a dynamic leader
- Leading vs Managing
- Winning cooperation

Module 2: Communicating to build trust

- The crucial role of constructive feedback
- Successful practice of assertive communication
- Giving positive affirmation and structuring criticism

Module 3: Performance Management

- Importance of a clear vision and formulating realistic standards
- Coaching your team towards performance goals
- Handling underachievers and mentoring those who excel

Module 4: Creating an Optimal Work Ambience

- Building employee self-esteem
- Empowering staff
- Forming winning habits and character through Emotional Intelligence

Module 5: Building a World-Class Team

- Essentials in influencing individual and group behaviour
- Inspiring your team with creative thinking techniques
- Helping team members discover innovative approaches

Module 6: Formulating Your Action Plan

- Be aware of self-defeating habits
- Strategy in maximizing resources in your team
- Defining your role as a proactive leader

METHODOLOGY

Short lectures, discussion, group activities.

DURATION

2 days (9am – 5pm)

COURSE FEE

Program 100% Claimable under SBL Scheme

PSDC Members: RM 750/pax

Non-Members: RM 820/pax

All prices listed above are not inclusive of GST

DATES

27 – 28 Mar 2018

4 – 5 Dec 2018

**Training dates are subject to change*

SUBJECT MATTER EXPERT

Chee Fern has over 25 years of experience as a trainer and facilitator. In the course of her training profession, she has conducted in-house and public programs in relation to management, supervisory and team motivating skills for MNCs and SMEs. Her work exposure covers adult education as well as operations in the manufacturing industry.

She has held managerial positions in various MNCs throughout her career and was involved in both operative skills and management development training. Her years spent in the manufacturing industry enables her to relate experiential situations with work environment from grass root level upwards. She is also recognized for her pragmatic approach and her ability to draw realistic examples to maximize learning.

She has facilitated programs for innumerable participants from various corporations including Motorola, Intel, Agilent, Western Digital, Dell, Bursa Malaysia, Precico, Sony, Altera, Plexus, just to name a few.

Chee Fern is a certified trainer on team development and cross-cultural management and she was trained in the U.S., Japan and Singapore. She holds a professional degree in from the Institute of Chartered Secretaries and Administrators (ICSA, U.K.) and a Diploma in Business Administration. She is conversant in English, Bahasa Melayu and Mandarin.



ADMINISTRATIVE DETAILS

Venue	PSDC
Payment	Crossed cheque made payable to “PENANG SKILLS DEVELOPMENT CENTRE” one week before commencement date.
Registration	Registration forms together with payment to be forwarded to:- PSDC <i>1, Jalan Sultan Azlan Shah, Bandar Bayan Baru, 11900 Bayan Lepas, Penang.</i> Tel: 04-643 7909 Fax: 04-643 7929 Email: training@psdc.org.my
Cancellation	PSDC reserves the right to cancel or postpone any program but with due notice to the company(s)
Refund	Fees will only be refunded in full for any cancellation of registration provided written notice is received 7 working days before commencement date. Substitute attendee(s) will be accepted at no extra charge.

For further information, please contact Nuralina (ext. 514)
Email: nuralina@psdc.org.my

Online registration: <http://www.psd.org.my>



To find out more, call our **Corporate Training Team** at ext 523/577/514/517 or email to corptraining@psdc.org.my

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